CRS *"X Login Window" Recovery* Procedure
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The **CRS Login Screen** is provided to allow you to log onto the *CRS* system. The screen may become unavailable if the **CRS Login Screen <Exit>** button is clicked or thru the termination of a Main Processor X Window Manager by some other mechanism.

Clicking on the ***<Exit>*** button will cause the *X Window* system to terminate and you are returned to a character-based *UNIX* prompt. Unless you are specifically directed to exit the **CRS Login Screen** by the *NWSH CRS Support Team*, **DO NOT DO SO!**

**Master 0MP *"X CRS Login Screen" Recovery***

Normally, when you exit from the Master Console, you will either return to the *Console Login* prompt or the *UNIX* prompt. However, it is possible that the screen will go blank. This is normal when you exit the **CRS Login Screen** on the Shadow Console, but it is also a problem when it occurs on the Master Console. If this condition does exist, the system administrator can press the <Alt> and <Sys Rq> keys together and then press <n>. This will return the system to the *UNIX* prompt.

The **CRS Login Screen** on the Master Console can then be recovered by first exiting the **CRS Login Screen** from the Shadow Console. At the Shadow Console **CRS Login Screen**

> Press the **<Exit>** button.

Next perform the following steps at the Master Console to return both consoles to the **CRS Login Screen**:

1. If you have the *UNIX* prompt, type in "exit" and <Enter> as many times as necessary until you return to the *Console Login* prompt. Continue with instruction number 2.

2. If you have the *Console Login* prompt, login as "root" and the system will return to the *Desktop Menu*.

3. Exit the *Desktop Menu*.

4. At the *UNIX* prompt, enter **/usr/bin/start_glogin**

5. This will return both consoles to the **CRS Login Screen**.

**Shadow 5MP** *"X CRS Login Screen" Recovery*

If you inadvertently exit the **CRS Login Screen** from the Shadow Console, you can return to it by opening an "*xterm*" window (*UNIX* Shell) from the *Maintenance Menu* on the Master Console and performing these instructions for running "*nudge_xdm*":

> At the *UNIX* prompt enter the command **su - root**
> At the Password prompt enter the "root" password.
> At the "Display Desktop (y/n)?" prompt enter **n**
> At the "root" prompt enter the command **/crs/bin/nudge_xdm**
> At the "root" prompt enter the command **exit**
> At the *UNIX* prompt enter the command **exit** to close the "xterm" window.

**Special Case Master 5MP**, (**0MP is not available**)

Normally, when you exit from the Master Console, you will either return to the *Console Login* prompt or the *UNIX* prompt. However, it is possible that the screen will go blank. If this condition does exist, the system administrator can press the <Alt> and <Sys Rq> keys together and then press <n>. This will return the system to the *UNIX* prompt.

1.  If you have the *UNIX* prompt, type in "exit" and <Enter> as many times as necessary until you return to the *Console Login* prompt. Continue with instruction number 2.

2.  If you have the *Console Login* prompt, login as "root" and the system will return to the *Desktop Menu*.

3.  Exit the *Desktop Menu*.

4.  At the *UNIX* prompt, enter **/usr/bin/start_glogin**

5.  This will return the Master Console to the **CRS Login Screen**.

**Quick & Dirty Recovery Method**

An "In place" main processor switch can be performed from the Shadow Console in order to do a recovery of the Master Console X Login window. Note that using this method causes the CRS application system to **STOP** on the Master Processor. Because of this, sites should only use this method with extreme caution. The FEP's will continue to operate, but new messages will not be broadcast until the CRS application is restarted on the Master Processor.

1. Log into the Shadow Console and select the *Maintenance Menu*.

2. Select *Main Processor Switch*.

3. Select *Master* **0MP or 5MP** and *Shadow* **Yes**.

*Note* that the selection of the *Master MP* should reflect the **CURRENT** configuration, ie. If *0MP* is currently the *Master*, select *0MP*, likewise if *5MP* is the current *Master*, select *5MP*.

4. Click on the *Apply* hotkey.

5. Wait for the system to display the normal **CRS Login Screen** on both processors. The **CRS Login Screen** should display a "Welcome to 0MP" or "Welcome to 5MP" message, depending on the selection made in Step 3.

6. Log in and verify normal operation of the CRS application. The CRS application will start quickly because the FEP's are already running.